

REMARKS

Claims 23-96 and 100-103 are pending in the application.

Claims 23-96 and 100-103 have been rejected.

Claims 23, 26, 37, 40, 46, 49-52, 55, 58, 65, 73, 81, 89, and 100 have been amended. No new matter has been added. Support for these claim amendments can be found throughout the originally-filed Application.

Claims 35, 36, 45, 54, 63, and 64 have been cancelled.

Claims 104-107 have been added.

Applicant would also like to thank Examiner Bruckart for the Interview conducted on April 27, 2009.

Rejection of Claims under 35 U.S.C. § 103(a)

Claim 23-96 and 100-103 stand rejected under 35 U.S.C. § 103(a) as being unpatentable over U. S. Patent No. 6, 722,216 issued to Ankireddipally et al. ("Ankireddipally") in view of U.S. Patent Publication No. 2001/0024497 listing Campbell et al. as inventors ("Campbell"). Applicant respectfully traverses this rejection.

An Examiner Interview was conducted on April 27, 2009. As a result, Applicant has made amendments to the claims. Applicant respectfully submits that the amendments made to the claims are in harmony with the Applicant's understanding of the Examiner's suggestions for amendments.

Moreover, Applicant respectfully submits that the cited references, either alone or in combination, fail to show, teach, or even suggest all the limitations of independent

Claims 23, 37, 46, 55, 65, 73, 81, and 89. In particular, the cited sections of Ankireddipally and Campbell, alone or in combination, fail to disclose the added limitations to these claims.

As an example, the cited sections of Ankireddipally and Campbell fail to teach configuring a message to be pushed from a communication server by encoding the message in a standard format recognized by both the communication server and a channel driver. In addition, the cited sections of Ankireddipally and Campbell fail to teach receiving an incoming customer support request at a communication server, where the request is received from a channel driver in communication with a communications channel that may be one a plurality of media types. Finally, the cited sections of Ankireddipally and Campbell fail to teach communicating a message between a communication server and a channel driver, where the message is configured to transport customer relations management system information and other customer relations management system information between a communication server and a channel driver.

Instead, the cited sections of Ankireddipally simply disclose an interaction protocol for exchanging data between applications. *See* Ankireddipally, Abstract. Likewise, the cited sections of Campbell simply disclose a process for servicing multimedia customer communications to distributed agents. *See* Campbell, Abstract. Therefore, the cited sections of Ankireddipally and Campbell fail to show, teach, or even suggest all the limitations of Claims 23, 37, 46, 55, 65, 73, 81, and 89, and all claims depending therefrom.

CONCLUSION

In view of the amendments and remarks set forth herein, the application and the claims therein are believed to be in condition for allowance without any further examination and a notice to that effect is solicited. Nonetheless, should any issues remain that might be subject to resolution through a telephonic interview, the Examiner is invited to telephone the undersigned at 512-439-5094.

If any extensions of time under 37 C.F.R. § 1.136(a) are required in order for this submission to be considered timely, Applicants hereby petition for such extensions. Applicants also hereby authorize that any fees due for such extensions or any other fee associated with this submission, as specified in 37 C.F.R. § 1.16 or § 1.17, be charged to Deposit Account 502306.

Respectfully submitted,

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